

# ERR\_USER\_NOT\_FOUND

## Issue

The user account you are attempting to login with could not be found.

## Troubleshooting

### User

- Ensure you are using the correct account when attempting to login.
- Confirm with your Partner Admin your email has been registered as a Partner Contact in the Partner Account.
- Don't know your Partner Admin? Please [open a support case](#).

### Partner Admin

- Verify that the user exists as a Contact on the account you manage.

## Still having issues?

If you continue having issues, please [open a support case](#).